



Wiltshire and Swindon

**pcc**



**MAKING WILTSHIRE SAFER**

**"If it matters to you, it matters to me."**

**Quarterly Highlight report – March-June 22  
Police and Crime Panel**



# Police and Crime Plan 2022-25

**Police and Crime Plan 2022-25 delivery infrastructure**

**Priority 1: A police service that meets the needs of its community**

**Priority 2: Reduce violence and serious harm**

**Priority 3: Tackle crimes that matter to local communities**

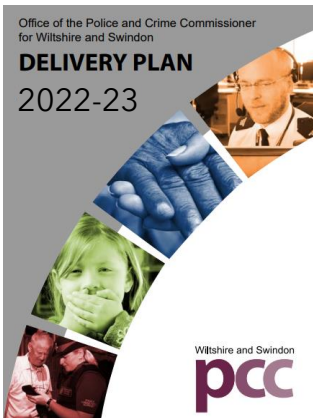
**Priority 4: Improve the experience of victims and deliver justice**



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# Delivering the Police and Crime Plan

Force performance



OPCC Delivery Plan

**OPCC Police and Crime Plan Assurance Framework 2022-2025**

This provides a detailed overview of the PCC's role and responsibilities. This is a working internal document and should be considered alongside internal management tools.

**Wiltshire and Swindon PCC**

**Police Lead**

**Priority 1 Objective**

**A police service that is fit for the future**

**1.1 Increasing Public Confidence, Trust and Police Engagement with our Communities**

**1.2 Protect and increase front and centre by delivering a culture within Wiltshire's Police that is based on public service, integrity, respect and impartiality**

**1.3 Delivering a service that is fit for the future**

**1.4 Ensure accountability and transparency for quality of the 'front of house' service in all departments, management and force leadership**

**1.5 Every contact with the public, victims and offenders provides the opportunity to deliver a good service to our public and victims?**

**1.6 Call centre, front of house and other public facing services provide a good service to our public and victims?**

**1.7 Increase in community intelligence submissions**

**1.8 There is no expectation on the force to conduct**

**Making Wiltshire Safer**  
Wiltshire and Swindon Police and Crime Plan 2022-2025



Wiltshire Criminal Justice Board

**SWINDON COMMUNITY SAFETY PARTNERSHIP BOARD PRIORITIES 2020-23**

Protect vulnerable people from harm

Tackle Violence

Prevent Crime and Keep People Safe

**EXAMPLE DELIVERY GROUPS**

**CROSS-CUTTING THEMES**

**Wiltshire Community Safety Partnership**

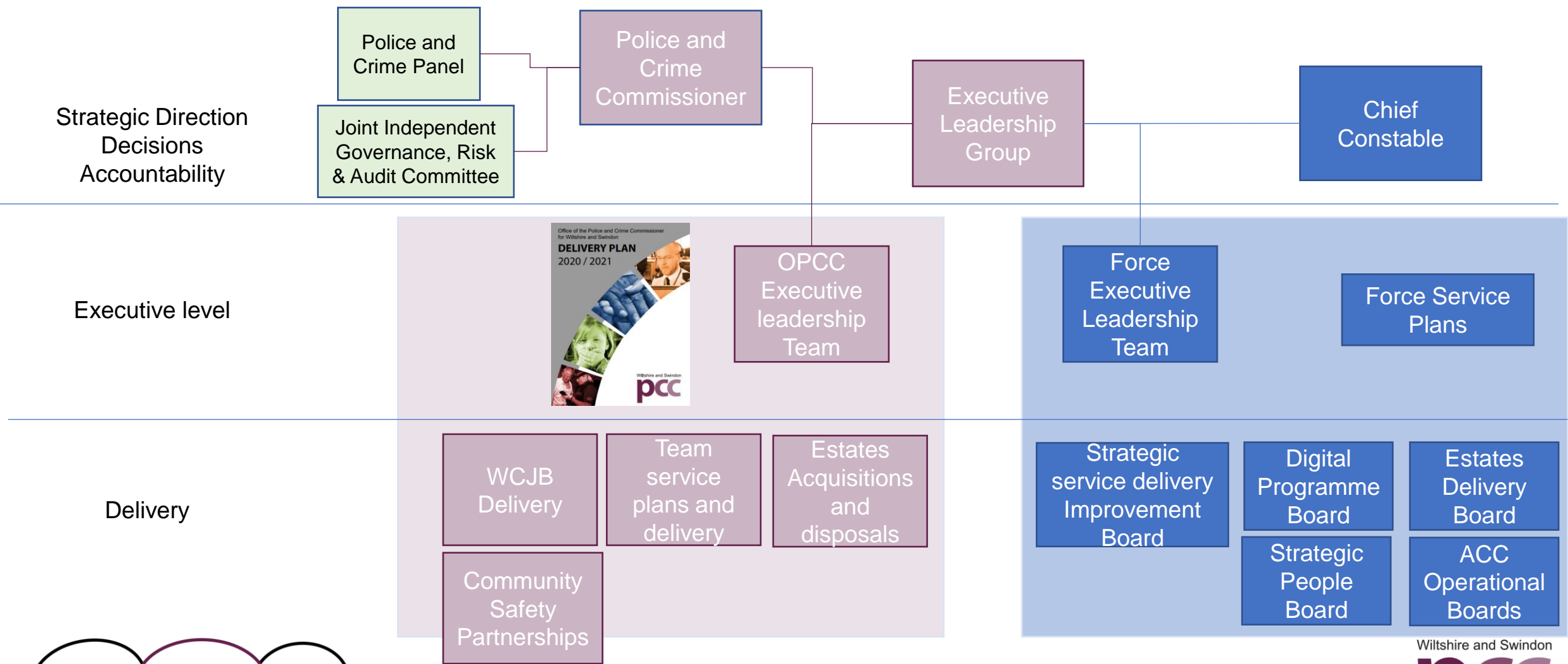
**Wiltshire Community Safety Partnership Strategic Plan**

**2022-2025**

Community Safety Partnerships



# Governance & Decision making



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## Quarterly PCC Highlight Report

## Police and Crime Plan 2022-25 delivery infrastructure

## Outcomes achieved this quarter

- Police and Crime Plan 2022-25 published
- Significantly increased PCC media and stakeholder engagement
- Police and Crime Plan assurance framework developed
- P&C scorecard developed for strategic indicators
- Force developed service plans to deliver plans
- OPCC risk policy and risk register review underway
- OPCC Website refreshed to meet Home Office public transparency requirements
- PCC decision making and governance process reviewed
- Executive Leadership Group (PCC executive and CC executive) agreed to meet fortnightly

## Risks and issues

- OPCC staffing capacity limits functionality – Anticipated key roles filled by end of June 22, operational capability significantly increased by Sept 22
- PCC review and new powers given to PCCs may require further investment
- Significant complexity in monitoring delivery and performance across police, OPCC, CSPs and criminal justice. Further work undertaken with new strategic planning officer to develop concise briefings and reports to provide PCC insight and oversight
- New OPCC approach and processes require time to establish and staff deliver with new roles and structure

## Deliverables Progress

Action	Date Due	Progress
OPCC Office restructure and recruitment	August 2022	70%
Force delivery plan	April 22	100%
WCJB strategy and delivery plans	April 22	100%
OPCC delivery plan	July 22	30%
Policing revenue capital budget 2022-23 approved	April 22	100%

## PCC focus next quarter

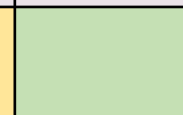
- Scheme of delegation to reviewed
- Embedding performance monitoring of the P&C Plan, particularly with Force
- Complete OPCC risk policy and register review
- Establish new OPCC leadership team and OPCC culture and values
- Approval of OPCC comms and engagement strategy
- PCC Annual Report to be produced in September 22

## Overall PCC Assessment

- Review and implementation of OPCC structure and governance to ensure delivery of P&C Plan. Key posts being filled during July 22
- Foundations set for delivery of P&C Plan, PCC anticipates full mobilisation of performance and governance regimes by next quarter and close this as an area for update

Performance

Direction of travel



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# Quarterly PCC Highlight Report

## Priority 1: A police service that meets the needs of its community

### Outcomes achieved this quarter

- Launched Police and Crime Plan
- Published leaders unlocked report into views of young people
- Published full survey of Use your voice survey
- 2021-22 target achieved for recruitment of police officers
- Force service plans produced setting out Chief Constable plan to deliver
- Chief Constable leadership focus on improving policing basics
- Tidworth police and community building sod cut – due to delivery 2024

### Risks and issues

- PCC seeking reassurance in numerous performance areas including police outcomes, quality of response to public, victim care, workforce planning and recruitment
- Increasing challenge to recruit officers due to increasing leavers, attrition and attraction of new officers. April saw 18 officers leave (12 retirements, 6 resignations -4/6 probation officers. Two additional intakes now added to 22/23
- Recruitment of police staff also significant challenge, impacted by challenging economic environment. Currently over 10% vacancies, which is impacting across the Force. Force undertaking review of recruitment process streamline, financial reward and wider benefits. OPCC working with Force on commissioning an external review
- Challenges in identifying suitable new police site in South of policing area to meet operational need.

### Deliverables Progress

Action	Date Due	Progress
Police training dept review completed – 75 recommendations. 4 weeks for implementation plan	May 22	100%
Police training interim estates £1.2M investment. Sports hall refurbishments taking place in Sept.	Subject to planning	Planning submission June 22
NICHE upgraded completed May 22, PRONTO roll out		
New CCC telephony system roll out	Planned June	On track

### PCC focus next quarter

- HMICFRS PEEL inspection pending, anticipated July 2022
- Increased focus on Force performance and delivery against P&C Plan
- PCC performance focus for next quarter will include, implementation of immediate training recommendations, VAWG, investigative standards, Force response (999, 101 and victim care) and leadership, supervision and management
- Commencing ongoing public and stakeholder feedback
- Environmental Sustainability Strategy due to be published in June

### Overall PCC Assessment

- Challenges identified and included with P&C Plan
- Progress in foundations for improvement and change, significant further work still required
- Medium term declines in service quality and performance identified in investigative outcomes

Performance	Direction of travel



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# Priority 1 – scorecard - For panel info

Police and Crime Plan Priority	Measure	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	Trend
A police service that meets the needs of its communities	Public Opinion Survey	-	-	-	-	-	-	-	-	-	-	-	-	X
	CSEW Public Confidence	-	-	-	-	-	-	-	-	-	-	-	-	X
	Victim Voice Survey	-	-	-	-	-	-	-	-	-	-	-	-	X
	Victim Satisfaction	79.0%	78.8%	78.9%	79.2%	78.7%	78.8%	79.3%	78.5%	77.8%	77.3%	77.7%	77.3%	↑
	% of ethnic minority workforce	3.0%	3.1%	3.1%	3.1%	3.1%	3.2%	3.3%	3.3%	3.5%	3.5%	3.6%	3.7%	↑
	101 Abandonment Rate	-	-	-	-	-	-	-	-	4.9%	4.8%	3.9%	4.3%	↓
	Median Immediate Response Times	00:09:23	00:10:03	00:10:11	00:10:10	00:10:21	00:10:35	00:10:12	00:10:12	00:09:52	00:09:46	00:09:50	00:09:35	▬
	Median Priority Response Times	00:32:38	00:33:45	00:34:26	00:33:37	00:37:20	00:37:05	00:35:56	00:34:21	00:35:37	00:33:23	00:37:09	00:34:50	↑
	Median Unit Time at Scene (Imm + Pri)	00:32:59	00:34:17	00:34:38	00:33:52	00:35:47	00:36:01	00:35:17	00:35:42	00:37:53	00:34:35	00:37:51	00:35:28	↑
	R12m Further Action Taken (F.A.T) Outcome rate	15.0%	14.3%	13.8%	13.7%	13.4%	13.1%	12.8%	12.6%	12.1%	11.9%	11.8%	11.6%	↓
	% 15 and 16 disposals (Victim Declines Support - Police)	44.1%	42.4%	41.6%	40.8%	40.3%	39.7%	39.2%	39.9%	40.8%	41.7%	42.0%	42.7%	↓
	Crime Recording Compliance				89.3%		94.8%	ASB & DA Only		95.1%	ASB & DA Only	93.9%	ASB & DA Only	↑
	Dissatisfaction cases recorded within 10 working days (%)	98%	100%	96%	99%	99%	94%	98%	97%	92%	93%	99%	98%	↑
	Volume of Dissatisfactions logged (OPCC)	96	90	90	88	85	110	101	99	116	77	104	92	↑
	Police Officer FTE - Establishment	1043.41	1038.49	1068.05	1057.01	1059.59	1073.78	1071.16	1086.92	1095.55	1097.6	1110.12	1113.17	↑



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# Quarterly PCC Highlight Report

## Priority 2: Reduce violence and serious harm

### Outcomes achieved this quarter

- Violence against women and girls continues to be a priority (Rape, serious sexual offences, domestic abuse, harassment and stalking)
- Recorded crime levels are stable, support service demand is 25% than pre covid levels
- Significant improvement in DA 1st hearings from 79 days (May 21) to 22 day (May 22). Has been focus of Wessex court recovery group (Horizon, WP CJS, CPS and HMCTS, chaired by Wiltshire OPCC)
- Local and national focus with publication of national action plan and national scorecards
- Wessex OPCCs commissioned an external review, identified case supervision, training, police / CPS relationships, initial response and processes as areas to improve
- Significant focus through tri-force (Dorset, Hampshire and Wiltshire) + Crown Prosecution Service action plans
- PCC invested in additional officers and analyst. Force focusing on increasing quicker charge advice, enhancing victim support, increasing arrest rates and pre-charge bail
- Home Office announcement that Wiltshire (alongside Dorset and Hampshire) are included in phase two of Op Seteria

### Risks and issues

- Additional investment from PCC in sexual assault and domestic abuse victim support services to manage increased demand and waiting lists for support. OPCC and LAs working with providers to increase staffing following number of ISVA resigning
- Changes in VAWG court outcomes can take time due to complexity, so WCJB also testing outputs for early indications of positive change. As of May, number of days for charging decision for rape from CPS from 105 to 84 days. However formal action taken for rape have fallen. OPCC to seek reassurance from force in response in June ELG

### Deliverables Progress

Action	Date Due	Progress
OPCC working with partners to deliver Safety at night charter	Dec launch	20%
Wiltshire & SW OPCCs, commissioned new integrated medical and victim support service commissioned to provide enhanced support for victims of sexual offences - £8M 7 years	October 22	Contract mobilisation
Recruitment of additional force VAWG resources	July 22	-
OPCC and NHS to recommissioning of therapeutic interventions to support victim of child abuse	TBC	-
Recommissioning for domestic abuse victims with Wiltshire Council (Swindon in 2023)	April 23	30%

### PCC focus next quarter

- Tangible improvements in VAWG continues to be performance focus for PCC and activity having an impact
- OPCC and Force finalising response to Youth Commissioners recommendations to increase confidence in police

### Overall PCC Assessment

- Identification of causes locally correspond with national research. Core is improved supervision and training as significant gaps identified
- Significant improvements in place across policing and CPS. Now these need to be implemented and deliver for victims. I have invested significantly in supporting the increase in victims needing support and successful in securing govt further govt funding

Performance	Direction of travel



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## Priority 2 – scorecard – For panel info

Police and Crime Plan Priority	Measure	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	Trend	
<b>Reduce Violence and Serious Harm</b>	Volume of Knife Crime (internal method)	70	68	54	63	71	50	61	49	61	66	84	92	🔴	
	R12m Harm index of violence against the person(force level)	122382.17	122732.13	123204.17	123307.54	123575.83	126080.13	127400.67	128342.92	130485.63	133426.63	135827.79	137031.46	🔴	
	Volume of Domestic Abuse	597	629	678	675	579	644	569	596	578	532	574	539	🔴	
	R12M DA Further Action Taken (FAT) Rate	13.1%	12.8%	12.6%	12.5%	12.3%	12.0%	11.9%	11.5%	11.1%	10.9%	10.9%	10.6%	🔴	
	R12M RASSO Further Action Taken (FAT) Rate	7.4%	6.7%	6.3%	6.6%	6.9%	6.6%	7.1%	6.2%	5.6%	5.5%	5.6%	5.4%	🟢	
	Number of Victims (live)	3761	3929	3978	3714	3975	3834	3939	3643	3817					🔴
	Volume of S47 enquiries	63	53	77	64	57	53	96	62	55	75	77	40	🔴	
	Volume of Disruptions	49	59	78	42	58	119	57	32	42	46	251	86	🟢	
	Volume of Crime involving OCG - Related Nominals	60	56	29	29	30	31	40	37	3	18	9	3	🔴	

WCJB Measure	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	Trend
Number of Serious Sexual Offences (Police)	139	132	131	116	110	145	114	126	141	125	120	108	🔴
Number of Serious Sexual Cases referred to CPS	15	15	16	6	7	20	14	14	22				🟢
R12M RASSO Further Action Taken (FAT) Rate	7.4%	6.7%	6.2%	6.6%	6.9%	6.6%	7.1%	6.2%	5.6%	5.5%	5.6%	5.4%	🔴
DA Avg number of days taken from charge to 1st hearing	79	38	20	25	31	32	48	41	20	22	16	22	🟢



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## Priority 3: Tackle crimes that matter to local communities

### Outcomes achieved this quarter

- Speed enforcement significantly increased during April and May 19 sessions conducted, 135 motorists exceeded speed limit, 127 offered speed awareness courses (subject to previous convictions), 7 fines and points, 1 referred to court
- Additional 2 enforcement officers recruited, starting 20 June, anticipated training completed July. Anticipate September for full mobilisation
- Improving support, communications and engagement with CSWs with community coordinator. Improved relationship with WP, centralised data collection from speed indicators and relationships with speed enforcement and local policing teams
- Coordinated by OPCC, community safety partners (Police, council etc) addressing ASB hotspots including Downton and Devizes
- Rural Crime team has new night vision capability and received delivery of one of new vehicles (awaiting delivery of other). Recruitment live to double size of team
- Operation Scorpion coordinated SW police force action against county lines and drug dealing across the South West

### Risks and issues

- Gaps in criminal justice team to process additional speeding fines. Additional staff being recruited to cover anticipated demand
- Recruitment impact may affect growth in rural crime team
- Extended lead in times for vehicles and equipment, linked to international supply impacts
- No PSPOs in Wiltshire council area limiting ability to enforce antisocial behaviour action.

### Deliverables Progress

Action	Date Due	Progress
Completion of additional capability and capacity for mobile police speed enforcement, including delivery and fit of vans	Sep 22	70%
Rural Crime team additional capability and expanded team	Sep 22	50%
Working with Wiltshire Council to ensure sufficient public space protection orders are in place to allow local enforcement of anti social behaviour legislation	July 22	70%
Mobilisation of neighbourhood crime group within community safety partnerships to better coordinate partnership responses such as public protection, local policing and youth services	April 22	100%

### PCC focus next quarter

- Mobilisation of investments made to enhance speed enforcement and rural crime
- Scorpion phase 2 will focus on drug dealing in communities and related ASB across the SW

### Overall PCC Assessment

- This area has been the immediate focus and allowed me to assess force ability to support frontline operations in terms of equipment, vehicles, staffing and oversight.
- Immediate quick wins for public are in progress, starting with increasing engagement and working with the Force to solve practical issues quickly

Performance	Direction of travel

## Priority 3 – scorecard – for PCP information

Police and Crime Plan Priority	Measure	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	Trend	
Tackle crimes that matter to local communities	Volume of Anti-Social Behaviour	1363	1523	1494	1287	1301	1143	1133	1114	1081	1056	1317	1332	↓	
	% of niche recorded ASB	25.6%	25.7%	26.9%	23.2%	27.8%	25.9%	24.3%	26.8%	24.8%	27.3%	27.9%	25.5%	▬	
	KSI Collisions	19	12	16	17	20	21								↑
	Rural Crime related Intel	-	-	-	-	-	-	-	-	-	-	-	-	55	X
	Volume of Rural Crime	47	44	29	42	58	81	87	68	72	63	78	70	↑	
	Volume of Cyber Crime	394	406	389	337	374	392	423	320	390	417	314	406		
	(NEW) Cyber Team FTE	-	-	-	-	-	-	-	-	-	-	-	-	-	X
	Volume of Hate Crime	81	96	105	60	72	78	77	47	80	55	77	68	▬	



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# Quarterly PCC Highlight Report

## Priority 4: Improve the experience of victims and deliver justice

### Outcomes achieved this quarter

- Wiltshire Criminal Justice Board strategy published (aligned to P&C Plan), on PCC website. Short summary to be provided at next PCP
- Delivery and further funding from Ministry of Justice for victim ‘Go bags’ containing practical resources for victims
- National CJS scorecards produced by the Ministry of Justice for area comparisons
- New national drugs strategy launched – Wiltshire positive local position and utilising new national resource to enhance access for criminal justice
- Crown court continues to effectively manage backlog
- Scrutiny board lead transferring from Police to OPCC to provide additional external oversight on use of force, stop and search and out of court disposals
- PCC review Phase 2 confirms PCC forthcoming statutory role for Criminal justice boards and PCC chairing role

### Risks and issues

- PCC concerned with medium term decline in ‘Formal Action Taken’ across all crime. this means less offenders are subject to a charge, caution or out of court disposal. Summons to charge levels remain stable, however FAT level is lower in public order, violence without injury, shortlisting and violence with injury compared with pre-covid levels. This is reflective of a national decline OPCC has assess effectiveness of response and investigative standards
- Challenging CJS environment nationally, with Wiltshire and Wessex performing relatively well. National focus on driving standards across CJS, however structural challenges remain on workforce availability particularly in defence, efficiency of courts and the resultant impact on victims
- Swindon court buildings operate below capacity due to successive estate issues.

### Deliverables Progress

Action	Date Due	Progress
Working with both LAs to recommission substance misuse services	April 2023	30%
Roll out of Community Sentencing Treatment Requirements Allows magistrates and judges to direct orders for health treatment such as mental health, initially 50 per month. Alongside alcohol and drug orders (approx. 90 a month)	Pilot started Dec 21	-
Extension of housing support worker reducing homelessness and supporting sizable accommodation for prison leavers – LAs and OPCC funded	April 22	100%

### PCC focus next quarter

- Review Victims Bill requirements in preparation
- Be assured by Force on quality of victim care, particularly victim assessment and compliance with the victims code of practice
- Next WCJB to focus on timeliness and magistrates court capacity as Wiltshire is consistency above the SW average

### Overall PCC Assessment

- Significant investment in resources to improve criminal justice, particularly victim support and reducing further offending. Significant progress with comprehensive partnership programmes now in place under WCJB
- Despite challenges relationships are positive across WCJB and Wessex, a factor in continued relatively good performance compared nationally.

Performance	Direction of travel



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## Priority 4 – scorecard - draft

Police and Crime Plan Priority	Measure	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	Trend	
Improve the experience for victims and deliver justice	Number of Mental Health Treatment Requirements ordered	-	-	-	-	-	-	-	-	-	-	55			
	Timeliness from charge to first hearing	92	66	68	34	41	368	24	-20	25	26	27	31		
	Total Volume of Unsuccessful Outcomes CPS	53	56	59	46	51	42	62	54	42	42	Delay	Delay		
	Volume of Restorative Justice Outcomes	37	30	34	24	23	41	26	33	36	48	67	9		
	Proportion of offenders who reoffend – (Proven Reoffending (historic) - adult)			25.35% (Oct 18 - Sep 19)			24.78% (Jan 19 - Dec 19)			23.96% (Apr 19 - Mar 20)			23.64% (Jul 19 - Jun 20)		
	Proportion of offenders who reoffend – (Proven Reoffending (historic) - U18)			3.61 (Oct 18 - Sep 19)			3.66 (Jan 19 - Dec 19)			3.50 (Apr 19 - Mar 20)			3.32 (Jul 19 - Jun 20)		
	Number of persons (officer/staff) trained in trauma informed approaches	-	-	-	-	-	-	-	-	-	-	-	-	-	X
	Neighbourhood crime (iom method) re arrest rate	53	55	50	47	46	38	36	38	34	33	30	30		
	No of drug rehabilitation requirement and Alcohol treatment requirement (court ordered) - turning point		86				91			95			Not available		

WCJB Measure	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	Trend
R12m Further Action Taken (FAT) Rate	15.0%	14.3%	13.8%	13.7%	13.4%	13.1%	12.8%	12.6%	12.1%	11.9%	11.8%	11.6%	

Extensive WCJB scorecard looking at information across the criminal justice journey including timeliness from charge, conviction rates, victim support levels, CJS volumes and reoffending rates



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